

Inappropriate Toll Free Telephone Usage May be Costing Your Agency Money!

Recently, inappropriate usage of toll-free telephone lines affecting a state agency was discovered. SBC and MCI specialists are investigating this case as potential fraud or harassment. A single toll free number racked up \$1,900 of charges in one month, and of these, only about \$60 worth appeared legitimate.

CALNET customers with toll-free telephone numbers should review the State Integrated Billing System (SIBS) and any legacy invoices monthly for inappropriate usage. Look for high volume, short duration calls; for example, calls of less than 20 seconds duration, repeated several times per minute. Departments/Agencies with call centers are particularly vulnerable.

If a potential problem is identified, contact the SIBS billing specialists at (888) 791-7427. You may request them to block the offending telephone numbers (those from which the call was placed) from accessing your toll free telephone line(s), and request that they investigate the cause of the possible inappropriate calls.

An ATR Bulletin will be issued soon on this topic. In the meantime, if you have any questions on this or any other telecommunications issue, please call the DGS-TD Resource Communications Center at (916) 657-9903 (CALNET 437-9903), and ask to speak to a Customer Account Manager.